

**MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES
BUREAU OF NUTRITION SERVICES AND WIC**

**WIC PROGRAM
VENDOR ENROLLMENT
APPLICATION PACKET**

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Overview Of The Missouri WIC Program

Welcome: The Missouri Department of Health and Senior Services, Bureau of Nutrition Services and WIC appreciates your interest in becoming an authorized retail store with the Supplemental Nutrition Program for Women, Infants and Children (WIC)

The Vendor application packet provides an overview of the Missouri WIC Program as well as specific instructions for completing the enclosed application.

Please read all of the information contained in the application packet. All applications **MUST** be complete, and all supporting documentation **MUST** be submitted with the application in order to accurately assess the eligibility of each retail store for a WIC Vendor Authorization Contract.

Incomplete applications will not be considered for Missouri WIC redemption authorization. Applicants who have submitted an incomplete application will be notified by letter regarding what is missing from the application. Only one notice of missing documentation will be sent.

Once notified of an incomplete application, the applicant must submit the missing information to the state WIC office within **30 days from the date of the letter**. **Applicants who fail to return the missing information within the 30-day deadline will have the application returned and will be required to complete a new application and resubmit it to the state WIC office.**

Selection Criteria

General Information	<p>The Department has established criteria for the selection of Vendor applicants to whom contracts authorizing the transaction and redemption of WIC food instruments will be awarded. Every contracted Vendor must comply with all vendor selection criteria throughout the contract period. The Department may reassess a Vendor at any time during the contract period. The Department will terminate the contract if the Vendor fails to comply with the current vendor selection criteria.</p>
Defining Who is a Vendor Applicant	<p>All Vendors must be either a full service grocery store, a pharmacy, or a special purchase store. Full service grocery stores must stock, at a minimum, all of the following food groups: fresh produce, fresh and frozen meats and poultry (luncheon meats and deli meats do not qualify), canned and frozen vegetables, dairy products, cereals and breadstuffs, infant foods and formula. Pharmacies shall provide only special formulas, infant juice and infant cereal. Special purchase stores will contract to sell milk only in the Missouri WIC Program. Stores that stock and sell only WIC approved foods are not eligible for authorization as an approved Missouri WIC Vendor.</p>
Business Integrity	<p>The Department will consider business integrity when determining eligibility for selection as a Vendor. Activities indicating a lack of business integrity include fraud, antitrust violations, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, receiving stolen property, making false claims, and obstruction of justice.</p> <p>The Vendor must have and maintain a positive compliance history with any and all USDA Food and Nutrition Services (FNS) programs, if currently or formerly a Vendor for those programs.</p> <p>The Department will not contract with a Vendor applicant that has been disqualified from a Federal program during the last six (6) years, or if any of the Vendor applicant's current owners, officers, or managers are currently under state and/or federal indictment for, had a civil judgment entered against them for, or have been convicted of any activity indicating a lack of business integrity.</p> <p>The Vendor must be free of any conflict of interest, as defined by applicable State laws, regulations and policies, between the Vendor and the Department or its contracted local WIC providers. Conflict of interest includes any activities which would tend to influence a decision, create a bias or prejudice which would favor one side or the other in conflict with a Department or contracted local WIC providers employee's duties or which would conflict with the accomplishment of the Department's mission or goals. Examples are as follows:</p> <ul style="list-style-type: none">• Solicitation or other influence for personal reasons or benefits.• Personal relationships, either of an intimate or financial nature.• Ownership or significant financial interest in a private business, including family member(s) within the fourth degree.

- Membership in or serve as a board member of any association or corporation participating in a program regulated or operated by the Department, such as a member of a county board of health.

Business Stability

The Vendor must be an established business, open to the public for at least one year in the current location or must own and operate at least one other Missouri WIC Vendor in good standing at another location.

The vendor applicant must be registered with the Missouri Secretary of State if doing business in other than his or her own name. If registered as a foreign corporation, the owners(s) will identify the state of origin for the corporation.

Pricing

The retail prices for WIC approved foods must not be greater than the Department's allowable variance from the statewide average prices.

Business Hours

The Vendor must be open during normal retail business hours and must be open a minimum of six (6) days per week between 9:00 a.m. and 6:00 p.m. daily.

Minimum Stock

The store's inventory must meet the minimum stock defined in the *WIC Vendor Authorization Contract*. The store must have adequate inventory to supply WIC customers with enough approved foods to fully transact all WIC food instruments presented. Pharmacies contracted to supply medically prescribed formula do not have stocking requirements, but must provide all such formulas within 72 hours of presentation of a WIC food instrument by a participant or advance notification of need by a local WIC provider or by the state agency.

Sanitation

The Vendor must have a positive sanitation history as evaluated using the Department's current food establishment regulations. A negative sanitation history includes but is not limited to:

- Temporary closings due to unsanitary conditions.
- Documented non-compliance in correcting unsanitary conditions.
- Current or unmet work orders for corrective action.
- On the most current sanitation inspection, non-compliance with the current food establishment regulations in five (5) or more critical control points.
- During the WIC pre-contract on-site store inspection the following specific items are checked:
 - a. No evidence of excess unremoved rubbish.
 - b. Floors clean, swept and free from dirt, grime, filth, and/or excess rubbish.
 - c. Floors in good repair (no holes in floor).
 - d. No evidence of insects and/or rodents within the store premises.
 - e. Garbage or refuse within the store premises is stored (covered) so that it is inaccessible to insects and/or rodents.

- f. No evidence of thawing and then refreezing of foods (cans of frozen juice frozen together, cans of frozen juice are sticky, frozen packages of meat frozen together).
- g. Foods properly stored and/or refrigerated (frozen foods are frozen and not soft, no evidence of frost build up on the freezer case or on the frozen food items).
- h. Freezer and cooler temperatures meet minimum requirements.
- i. No evidence of food spoilage.
- j. No evidence of outdated milk, eggs, cheese, or infant formula.
- k. No other clearly identified lack of cleanliness or safety.

Percentage of Food Sales	The Vendor must be operating a full service grocery store at the applicant/contracted location, which has gross food sales of at least 75% of total gross grocery receipts, excluding alcohol and tobacco. If either alcohol or tobacco product sales individually or in aggregate comprise 25% or more of food sales, a contract will not be offered. Pharmacies and special purchase stores are exempted from this requirement due to their WIC approved item limitations.
Exceptions	The Department reserves the right to make exceptions to (waive) the vendor selection criteria to address inadequate participant access. However, pricing and stocking requirements are not waivable, per federal regulations.

Inadequate Participant Access

Overview At the Department's discretion, a Vendor may have certain selection criteria waived when a situation of *inadequate participant access* exists. Participant access determinations shall be made by, and are solely at the discretion of the Department.

Situations causing *inadequate participant access* may be the result of, but are not limited to:

- The disqualification of a contracted Vendor.
- Change of ownership or location of a contracted Vendor.
- Disaster or other cause for the loss of, or access to, a contracted Vendor.

In urban areas, where public transportation is available, participant access will be considered inadequate if any of the following conditions applies:

- A Vendor density of less than one per 500 participants.
- Participants must travel more than an average of one mile to a Vendor.
- Other conditions exist which makes a Vendor within a mile difficult for participants to access.

In rural areas (non-class 1 counties), participant access will be considered inadequate if either of the following conditions applies:

- There are less than two Vendors in the county.
- Participants must travel more than an average of ten (10) miles to a Vendor.
- Other conditions exist which make a Vendor within ten miles difficult for participants to access.

The Department may declare a situation of inadequate participant access to:

- Accommodate special populations (e.g., migrant workers and their families).
- Respond to disasters.
- In response to sudden or unexpected population changes to meet the public health mission of the Department and the Program.

Authorization Process

Authorization Process Each retail store applying for WIC authorization must complete a six (6)-phase process.

Phase One: Vendor applicants must complete and submit all the required application forms to the State WIC office. All information **MUST** be complete. Refer to page 10 for required documentation.

Please assure required signatures are obtained on all forms and send the completed application to the State WIC office using the address on page 10 of this application packet.

Phase Two: The application will be reviewed for completeness. Applicants with incomplete applications will be notified by letter regarding what is missing from the application.

The State WIC office has **60 days from receipt of the completed application** (and supporting documentation) to review and determine if the store qualifies for the program.

Phase Three: If all required information meets the selection criteria and the application is approved, an on-site pre-contract store inspection will be scheduled. The on-site inspection verifies whether or not the store meets all the selection criteria.

Phase Four: The contract will be sent for Vendor signature. The contract must be signed and returned for further processing. When the contract with the signature is received it will be processed for the necessary Division and Department signatures.
This period may take up to four to six weeks.

Phase Five: Storeowners, managers, and/or store staff will be required to attend a new Vendor training session held in Jefferson City, Missouri. Failure to attend this training will delay the start of the contract. (NOTE: Phases four and five may occur simultaneously)

All owners, operators and managers of full service retail grocery stores and pharmacies must understand how the Missouri WIC Program operates. Compliance with all policies, procedures, and regulations of the Missouri WIC Program is the responsibility of each contracted Vendor.

Phase Six: The contract will be in effect when all signatures have been obtained, training has been received, the store has received the vendor identification stamps, and the store is notified of the date it may begin to accept WIC checks.

General Information

What is WIC? WIC is a supplemental nutrition program for pregnant, breastfeeding, postpartum women, and infants, and children up to their fifth birthday. Eligibility is based on income guidelines and nutritional risk as determined by qualified health professionals.

In order to prevent the occurrence of health problems, WIC Program participants are provided with foods high in iron, protein, calcium and Vitamins A, C, D and folate.

In addition to receiving prescribed supplemental foods, participants in the WIC Program receive dietary counseling, nutrition education, and when appropriate, referrals to meet their needs.

The Missouri Department of Health and Senior Services (DHSS) administers the WIC Program in Missouri through contracts with city or county health departments, primary health care centers or other not-for-profit agencies (local WIC providers).

The WIC Program is funded and administered at the federal level by the United States Department of Agriculture (USDA), Food and Nutrition Service.

The Retailer's Role

Redeeming Food Instruments The WIC Program is a major purchaser in the Missouri retail grocery system. Over \$80,000,000 of food is purchased annually.

The WIC participant is issued a food instrument by a local WIC provider. The participant exchanges the food instrument at any contracted WIC grocery store within the state of Missouri for only those food items prescribed on the face of the instrument.

The food instruments are processed through the State's contracted WIC banking service.

Types of WIC Authorization

Vendor Contract The WIC Vendor Authorization Contract binds the State Agency and the Vendor to all State and Federal regulations, policies procedures.

Unless otherwise notified, each Vendor Contract expires at midnight, on the date and year specified on the contract.

Before the signing the WIC Vendor Authorization Contract the owner should carefully read the entire contract.

No Vendor may accept WIC food instruments for redemption prior to the date specified on the contract.

The Department will determine the category of contract offered to Vendor.

Category	Description
1	All WIC approved foods, standard WIC contract formulas and all special formulas. (Full service grocery stores with pharmacies)
2	All WIC approved foods, standard WIC contract formulas and the option of providing only those special formulas available through the Vendor's grocery wholesaler. (Full service grocery stores without pharmacies)
3	Special formula only. This type of contract is reserved for Pharmacies Only. Note: Standard WIC contract formulas are not allowed for redemption with this type of contract.
4	Special formula, infant juice and infant cereal only. This type of contract is reserved for Pharmacies Only. Note: Standard WIC contract formulas are not allowed for redemption with this type of contract.
5	Milk only.
6	A group of stores of varying size, which are owned by a single entity (i.e., sole proprietorship, partnership, Sub-chapter "S" corporation, publicly traded corporation, etc.) Note: Each store location is evaluated individually with selection criteria and assigned category 1 through 5, as listed above.

Store Ownership The WIC Vendor Authorization Contract specifies the name of the store.
Any change of store ownership makes the contract null and void.

Store Location The WIC Vendor Authorization Contract specifies the location of the store. All Missouri contracted stores must be stationary buildings, fixed in one location at all times. **Any change of the location of a store makes the contract null and void.**

Chain Store **Chain stores are not automatically entitled to have all locations approved.** Each location must be evaluated against all selection criteria as if it were a single, independent entity and will be individually listed on the contract attachment for the corporation contract.

Forms and Documents Needed To Process The Application

Required Forms

The following must be submitted to the State WIC office before a store can be assessed by the selection criteria for WIC redemption authorization.

Failure to submit all required documentation will result in the applicant not being considered for a WIC contract.

You can use this page to check off each category as you complete the enrollment process.

☐ VENDOR AUTHORIZATION APPLICATION – WIC 11A and WIC 11B (3 pages)

Application must be fully completed, signed and dated.

☐ COPY OF SANITATION REPORT

A signed copy of the store's latest sanitation inspection received from the local health department must be attached to the Vendor Authorization Application. For a new store, a statement of the scheduled date of inspection, signed by the health department may be submitted. The initial sanitation inspection must be completed before the contract will be issued.

☐ FOOD PRICE LIST AND STOCKING SURVEY

The Food Price List and Stocking Survey must be fully completed, signed and dated. This information will be verified when the State WIC representative completes the pre-contract on-site inspection in Phase three of the application process. For a new store, not yet opened, the planned prices and stocking quantities must be provided. The State WIC representative will compare the purchase invoices to the stocking quantities on the survey during the pre-contract on-site inspection.

☐ OTHER DOCUMENTATION

Check the Vendor Authorization Application for sections that require additional documentation.

SEND THE COMPLETED APPLICATION AND SUPPORTING DOCUMENTATION TO:

**MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES
BUREAU OF NUTRITION SERVICES AND WIC
VENDOR COORDINATOR
P.O. BOX 570
JEFFERSON CITY, MO 65102**

Retail Store Food Price List and Stocking Survey

Food Prices Each applicant must complete and return the Food Price List and Stocking Survey with the Vendor Authorization Application.

Stores must list the current shelf (not sale) prices of all WIC approved foods the store currently has in stock.

Stores must list the quantity in stock of all WIC approved foods in the store.

Do not substitute prices or quantities of any items or sizes if different from those listed.

If you do not stock a food item or size listed on the Food Price List and Stocking Survey, place an "NA" on that line.

It is important that stores report any and all approved products available at the store, as the stores will also be judged on the variety and selection of approved foods.

The person completing the food price list must sign and date it where indicated.

Caution: Applicants must stock the minimum varieties and quantities for each food category listed on the pages to follow.

Minimum Stock Requirements

Contracted Vendors must maintain a minimum stock (quantity and variety) of the current WIC approved foods on store shelves at all times. This includes before, during and after heavy volume of WIC redemption activity.

Infant Formula

Standard WIC contract infant formula.

Milk-based standard WIC contract infant formula. (Enfamil w/ iron)
Minimum stock – sixty (60) cans of concentrate and twenty-four (24) cans of powder.

Lactose-free milk-based standard WIC contract infant formula
(Currently, LactoFree or LactoFree Lipil, but subject to change)
Minimum stock - thirty-six (36) cans of concentrate and twelve (12) cans of powder.

Soy based iron fortified only standard WIC contract infant formula.
(Currently, ProSobee, or ProSobee Lipil, but subject to change)
Minimum stock – thirty-six (36) cans of concentrate and twelve (12) cans powder.

Other WIC Contract infant formula.
(Currently Enfamil Lipil w/ Iron, Enfamil AR, but subject to change).
Minimum stock - two (2) cases of concentrate and one (1) case of powder based on what is produced by manufacturer.

Special Formulas

Special formulas must be available for redemption within 72 hours of participant or WIC agency request.

Infant Cereals

Plain, dry (no fruit added) in 8 ounce box and 16 ounce box sizes.
Minimum stock – six (6) 8 ounce boxes.

Infant Juices

Any flavor (no yogurt added) in 32 ounce plastic bottles.
Minimum stock – six (6) bottles.

Milk

Whole, 2%, and low fat (1%, ½%, or skim) milk in gallons (no glass bottles or organic).
Minimum stock – twelve (12) gallons whole, eight (8) gallons 2% and eight (8) gallons low fat.

Note: Milk Only contracts: Minimum stock – three (3) gallons *each* whole, 2%, and low fat (1%, ½%, or skim) milk. Cultured buttermilk, evaporated milk, and dry milk must be available for redemption within 72 hours of WIC customer or local WIC provider request.

Specialty Milk

Specialty milk products must be available for redemption within 72 hours of participant or local WIC provider request

Eggs

Grade A or AA, medium, large, or extra large.
No low cholesterol or specialty eggs, such as free range or organic.
Minimum stock – six (6) single dozen cartons.

Cheese

Plain, natural, domestic cheeses. Must be prepackaged, non-nationally-advertised brands.

Minimum stock – three (3) different varieties of any approved size and a total of twelve (12) pounds.

Cereals Any size box or bag, 6 ounces or larger.

Hot cereals. Minimum stock - six (6) boxes.

Cold cereals. Minimum stock - At least three (3) different varieties and a total of eighteen (18) units. No boxes with individual size servings.

Juices Fruit or vegetable juice, 46 ounce cans or plastic bottles (full strength) and 11.5 or 12 ounce cans of concentrates (frozen and/or shelf stable).

Minimum stock – At least three (3) different varieties and a total of eighteen (18) units of concentrates.

Minimum stock – At least three (3) different varieties and a total of eighteen (18) units of full strength.

Dried Beans and Peas Plain (no flavor additives), in one-pound packages.
Minimum stock – At least two (2) varieties and a total of three (3) units.

Peanut Butter Creamy, plain.
Minimum stock – three (3) 18 ounce jars.

Carrots Any brand of plain, fresh or frozen carrots.
Minimum stock – six (6) one-pound packages.

Tuna Any brand of plain tuna, oil or water packed.
Minimum stock – twelve (12) cans of 6.0 to 6.5 ounce size.

This completes the instructions for the Missouri WIC Program Vendor Application Packet.
Thank you for your interest in the Missouri WIC Program.